

# **Resource Guide For Massachusetts Veterans' Services**



**Provided By:  
Senator Edward M. Kennedy**

Dear Massachusetts citizens:

Few would deny that the United States has the finest military in the world. As our sons and daughters serve around the globe to protect and defend our nation, we are all indebted to those who sacrifice all that they have on behalf of our country. All Americans owe a debt we can never fully repay to our nation's veterans. We honor all of them for their patriotism, and their willingness to serve and sacrifice to protect our country.

Too often, however, when their service in our armed forces ends and they come home to their families and their communities as veterans, they are treated unfairly. We all have a solemn responsibility to do a better job protecting the rights of those who sacrifice so much to serve our country and we can't ignore the problems that many veterans face when they come home from the war.

These brave men and women need information on education, job training, and other services available to them. They also need information on the good job opportunities that are open in the area. I hope that the information provided in this pamphlet will be a helpful reference to understand the veteran's benefits available throughout the Commonwealth of Massachusetts.

If you ever need additional assistance, please feel free to contact my office at anytime. My staff will be eager to help with any assistance we can provide.

With best wishes and warm regards,

Sincerely,

A handwritten signature in black ink, appearing to read "E. M. Kennedy", written in a cursive style.

Edward M. Kennedy

2400 John F. Kennedy Federal Building  
Boston, MA 02203  
Phone: (617) 565-3170  
Fax: (617) 565-3183

**Department of Veterans Affairs**

VA Benefits: 1-800-827-1000

Life Insurance: 1-800-669-8477

Education (GI Bill): 1-888-442-4551

Health Care Benefits: 1-877-222-8387

Income Verification and Means Testing:

1-800-929-8387

Mammography Helpline: 1-888-492-7844

Gulf War/Agent Orange Helpline: 1-800-749-8387

Status of Headstones and Markers: 1-800-697-6947

Telecommunications Device for the Deaf (TDD):

1-800-829-4833

**Massachusetts VA Hospitals**

Jamaica Plain

150 S. Huntington Avenue

Boston, MA 02130

(617) 232-9500

West Roxbury

1400 VFW Parkway

West Roxbury, MA 02132

(617) 323-7700

Brockton

940 Belmont Avenue

Brockton, MA 02301

(508) 583-4500

Bedford

200 Springs Road

Bedford, MA 01730

Phone: (781) 275-7500

Northampton

421 North Main Street

Leeds, MA 01053

(413) 584-4040

**Massachusetts Community****Based Outpatient Clinics**

Gloucester Massachusetts CBOC

Addison Gilbert Hospital

298 Washington Street

Gloucester, MA 01930

(978) 282-0676, 1782

Lynn CBOC

225 Boston Street

Suite 107

Lynn, MA 01904

(781) 595-9818

Haverhill CBOC

108 Merrimack St.

Haverhill, MA 01830

(978) 372-5207

Fitchburg CBOC

Burbank Hospital

275 Nichols Road

Fitchburg, MA 01420

(978) 342-9781

Dorchester CBOC

895 Blue Hill Ave

Dorchester, MA 02121

(617) 822-7146

Causeway Street CBOC

251 Causeway Street

Boston, MA 02114

(617) 248-1000

Framingham CBOC

61 Lincoln Street

Suite 112

Framingham, MA 01702

(508) 628-0205

**Outpatient Clinics Continued**

Quincy CBOC Quincy Medical Center, 2nd floor 114 Whitwell St. Quincy, MA 02169 (617) 376-2010	Worcester CBOC 605 Lincoln Street Worcester, MA 01605 (508) 856-0104
Lowell CBOC 130 Marshall Road Lowell, MA 01852 (978) 671-9000	Pittsfield CBOC 73 Eagle Street Pittsfield, MA 01201 (413) 443-4857
Springfield CBOC 25 Bond Street Springfield, MA 01104 (413) 731-6000	Franklin County CBOC Medical Office Building Suite 9 Greenfield, MA 01301 (413) 773-8428
Hyannis CBOC 145 Falmouth Road Hyannis, MA 02601 (508) 771-3190	New Bedford CBOC 175 Elm Street New Bedford, MA 02740 (508) 994-0217
Nantucket CBOC Nantucket Cottage Hospital 57 Prospect Street Nantucket, MA 02554 (508) 825-8200	Martha's Vineyard CBOC 55 Simpson's Lane Edgartown, MA 02539 (508) 627-1044

**Massachusetts Department of Veterans' Services**

Contact: Thomas Kelley, Secretary

Phone: 617-727-3578

Fax: 617-727-5903

Internet: [www.mass.gov/veterans](http://www.mass.gov/veterans)

The Department of Veterans' Services administers the needs-based benefits program through Veterans' Agents in each municipality of the Commonwealth, and also provides state funding to organizations offering homeless shelter, transitional housing, and outreach services to veterans.

**US Department of Labor – Veterans' Employment and Training Services**

Contact: Paul Desmond, MA Director

Phone: 617-626-6699

FAX: 617-727-2330

Internet: <http://www.dol.gov/vets/>

VETS provides Veterans with the resources and services to succeed in the 21st century work force by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands with qualified Veterans.

**Operation Iraqi Freedom (OIF) and Operating Enduring Freedom (ORF) Returning Veteran Coordinator**

Contact: Mel Tapper, OIF, ORF Returning Veteran

Coordinator for the VA Boston Healthcare System

Phone: 617-264-6780

The Returning Veteran Coordinator is responsible for serving as the initial point of contact for recently discharged combat veterans seeking health care at the VA Boston, and as a case manager for those combat veterans who need additional support.

**Hanscom Air Force Base Family Support Center**

Contact: Dr. Sandra Albano, Director

Phone: 781-377-4222

FAX: 781-377-8239

Internet: <http://www.hanscom.af.mil/>

On-call 24 hours daily for Air Force Aid emergencies. Services active duty and retired military. Services include: Family Life Education, Family Readiness, Relocation Assistance, Air Force Aid Society, Personal Financial Management, Transition Assistance and Employment Assistance.

**Massachusetts Committee for Employer Support of the  
Guard and Reserve**

Contact: Ken Forchielli, MA State Chair

Phone: 800-336-4590

Phone: 508 842-6857

Internet: [www.esgr.com](http://www.esgr.com)

ESGR provides educational services to employers on issues regarding returning Veteran employees as well as assistance to Veterans in working with employers

**One Stop Career Centers**

Internet: <http://www.detma.org/WSCareerCenters.htm>

Internet: [www.careeronestop.org](http://www.careeronestop.org)

**United Veterans of America Inc.**

Contact: John Downing, Executive Director

Phone: 413-582-3059 (Northampton)

Internet: [www.unitedveterans.org](http://www.unitedveterans.org)

The United Veterans of America, Inc. provides a continuum of care including immediate and long term housing, treatment and recovery for addiction, food, clothing, medical and counseling services.

**New England Shelter for Homeless Veterans**

Contact: Christian Dame, President & CEO

Phone: 617-371-1789

Fax: 617-371-1771

Internet: [www.neshv.org](http://www.neshv.org)

The New England Shelter for Homeless Veterans provides assistance to homeless men and women veterans who are addressing the challenges of addiction, trauma, severe and persistent mental illness, and unemployment.

**Veterans Benefit Clearinghouse Inc.**

Contact: Ralph Cooper, Executive Director

Phone: 617-541-8846

FAX: 617-541-9041

Internet: <http://www.vbcboston.org/>

Veterans Benefit Clearinghouse Inc., helps veterans access and work through any veteran benefits or entitlement programs that he/she may be entitled to. They also provide counseling, employment training and housing assistance.

**Massachusetts Veterans Inc.**

Contact: Vin Perrone, President & CEO

Phone: 508-791-0956

Fax: 508-791-5296

Internet: [www.massveterans.org](http://www.massveterans.org)

Massachusetts Veterans Inc. provides supportive services including Emergency Shelter, Transitional & Permanent Housing, Food Bank, Hot Meals Program, Employment & Training Services including job placement assistance and computer technology classes leading to certification, Case Management, legal and medical care, on-site counseling services including relapse prevention groups and support groups, women veterans' services, outreach and referral.

**United Service Organizations**

Contact: Alice Harkin, Executive Director for NE

Phone: 617-720-4949

FAX: 617-720-0982

Internet: [www.usonewengland.org](http://www.usonewengland.org)

The USO provides morale, welfare and recreation-type services to our men and women in uniform.

**Disabled American Veterans**

Contact: Leo R. Mooney, State Commander

Phone: 617-727-2974

FAX: 617-742-9843

Internet: <http://www.davma.org/>

The Disabled American Veterans helps to represent and advocate for more than 42 thousand disabled veterans and their families and is made up exclusively of men and women disabled in our nation's defense.

**Veterans of Foreign Wars**

Contact: Robert Van Kirk, State Commander

Phone: 617-727-2612

FAX: 617-727-3876

Internet: [www.vfw.org](http://www.vfw.org)

The Veterans of Foreign Wars works to enhance the lives of millions through its community service programs and special projects.

**American Legion**

Contact: Milton Lashus, Department Commander

Phone: 617-727-2966

Internet: [www.masslegion.org](http://www.masslegion.org)

The American Legion is a community-service organization that provides a wide range of support and assistance to veterans.

**AMVETS, Department of Massachusetts**

Contact: Thomas A. Glenn, State Commander

Phone: (617) 727-2972

FAX: (617) 727-2973

Internet:

[http://www.amvets.org/HTML/for\\_our\\_members/Massachusetts.htm](http://www.amvets.org/HTML/for_our_members/Massachusetts.htm)

AMVETS offers free counseling and claims assistance for honorably discharged veterans and dependents as well as other community services that help families, neighbors and the nation at large.

**Paralyzed Veterans of America**

**New England Chapter**

Contact: Ken Medeiros, President

Phone: (508) 660-1181

FAX: (508) 668-9412

Internet: [www.nepva.org](http://www.nepva.org)

The Paralyzed Veterans of America has developed a unique expertise on a wide variety of issues involving the special needs of its members— veterans of the armed forces who have experienced spinal cord injury or dysfunction.